CHULA VISTA COMMECTION



November 2011 [CLICK HERE] to go to City Calendar

Important City information available 24 hours by email and cell phone at www.nixle.com

Focus on Customer Service

In an effort to provide the best customer service to our residents and visitors, the City recently conducted a customer service action plan. The resulting report contained 51 recommendations which ranged from creating written service expectations for employee-tocustomer interactions to implementing a mystery shopping program, to making services available on the internet (e.g., submitting a pet license fee).

While some recommendations can be implemented quickly, others, such as redesigning the City's website, will require a longer lead time. A Customer Service Leadership Committee consisting of representatives from City departments have identified 274 tasks and projects.

To date, 11 recommendations have been completed and an additional 13 are in progress. Highlights of the projects include adoption of customer service values of courtesy, promptness and knowledge; a better revision of the City Hall campus map indicating where residents go for specific services; and WiFi installed in several City buildings for customer use.

Questions about this program may be directed to Kerry Bigelow at kbigelow@chulavistaca.gov or Connie Lawthers at clawthers@chulavista.lib.ca.us.



We're on Facebook!

The City of Chula Vista now has an official Facebook page! "Like" us to get up-to-the-minute information from the City. Visit www.chulavistaca.gov and locate and click on the Facebook icon in the top right of the home page. Once on the Facebook page, you will find the latest news releases, new programs and services, special events and much more. There are also links to the Facebook pages for Recreation, Library and Police departments. In addition, the website also features a link to YouTube containing various City videos including the Summer Reading Program from the Library and the Animal Care Facility's Foster Care Program.

Food for Fines

The Chula Vista Public Library is offering an opportunity to wipe away overdue fines while helping those in need during its Food for Fines campaign.

From November 21 - December 23, bring nonperishable food items to the library and overdue fines will be waived



at the rate of \$1 per item. Donations will benefit South Bay Community Services to help local families in need. Those who do not owe fines are also encouraged to donate. Food will be accepted at the following branch libraries: Civic Center, 365 F St., and South Chula Vista, 389 Orange Ave.

In this economy, it can be difficult for people to pay their fines. This program enables library users to clear their records and help local families who are in need.

Non-perishable items such as canned vegetables; tuna and dried pasta count for up to \$1 worth of fines for each item. Up to \$10 of library fines per library card will be waived in exchange for donated food. Items may be used to clear fines only; not for lost or damaged books or Collection Agency fees.

Non-nutritious items such as candy, chips, etc., damaged containers, and foods that have passed their expiration dates won't be accepted in lieu of fines.

For more information visit any of the city's libraries or www.chulavistalibrary.com.

Did You Know...

Now that Halloween is over, do you wonder what to do with all those scary carved pumpkins? Wonder no more! Pumpkins can be placed in your yard waste collection containers or better yet, compost them. To sign up for a home composting workshop, please call (619) 409-5900 or visit www.chulavistaca.gov/clean.

City offices will be closed Friday, **November 11** in observance of Veterans Day and also on Thursday, November 24 and Friday, November 25 for Thanksgiving.



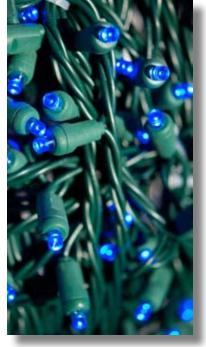
'Upcoming Events

Annual Otay Ranch Town Center Band Review & Community Festival

Join the festivities on **Saturday, Nov. 12** at the Otay Ranch Town Center Band Review as 15 bands from around Southern California compete for the coveted sweepstakes prize. Come out to support local schools! The competition takes place at Birch Rd. and Eastlake Pkwy beginning at 10 a.m. The parade immediately follows at the mall down Main Street featuring local dignitaries, cheerleaders and much more! For more information visit www.paradeband.org.

Starlight Parade

The Starlight Parade is celebrating its 50th year on **Saturday, December 3**! The celebration kicks off at 6 p.m. with a Centennial themed nighttime parade ushering in holiday floats, marching bands, classic cars, carolers and more. Grab a seat early along the parade route from H to E Streets. And don't miss the Mayor's tree lighting ceremony at 5:30 p.m. in Memorial Park, located at 373 Park Way. For more information, call the Third Avenue Village Association at (619) 422-1982.



LED Holiday Lighting Exchange

Chula Vista residents can exchange up to three incandescent holiday light strands for energy-efficient, multicolored LED strands before the Starlight Parade. The exchange, sponsored by the City and SDG&E®, will be held on **Saturday**, December 3 from 1

to 5 p.m. at Memorial Park located at 373 Park Way. Please bring a valid California ID and a copy of your current SDG&E bill with you to the event.

For more info visit www.chulavistaca.gov/ clean or click HERE.

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476-2476

691-5000

691-5250 691-5141

691-5055

691-5029

691-5095

Coming Soon 691-5000

CLICK HERE

691-5044

409-5900

CLICK HERE

CLICK HERE

CLICK HERE

CLICK HERE

Contacts

Animal Care Facility

Animal Control Adoptions/Fostering Volunteering Online ACF

City Attorney 691-5037

City Clerk 691-5041

City Manager/Administration 691-5031 Main Line

691-5296 Communications/ Media Relations **Economic Development** 409-5870

691-5280 **Code Enforcement**

Development Services

Land Development 691-5024 691-5272 691-5101 Building Planning 691-5248 691-5047 **Small Business Services** Redevelopment & Housing Redev. & Housing Online CLICK HERE

Finance

Main Line Purchasing Business Lic. Online

Emergency Main Line Prevention Division Prevention Online

Human Resources

Main Line Job Hotline Volunteering

Civic Center Branch South Branch Otay Ranch Branch Volunteering Online Branch

Mayor & City Council

Nature Center

Nature Center Online

Report Crime/Dispatch Report Crime Online

ublic works Conservation Division CLEAN Business Program

CLEAN Program Online **Environmental Services** Engineering Graffiti Hotline Graffiti IN PROGRESS Household Hazard. Waste Park Reservations Online Storm Water Hotline Recycling/Solid Waste

Service Requests
Service Requests Online

Recreation

Administration Recreation Online CV Woman's Club Heritage Center Loma Verde Center Loma Verde Pool Montevalle Center Norman Park Center **Otay Center** Parkway Center Parkway Pool Parkway Gym Salt Creek Center **Veterans Center**

691-5021 691-5198 911 691-5122 *CLICK HERE* 397-6000 691-5122 397-6000 CLICK HERE 233-3004

409-3893

691-5122

CLICK HERE 691-5122

409-5979 *CLICK HERE* 691-5083 421-7032 691-5082 691-5081

691-5269 691-5086 476-5325

691-5088 691-5084 585-5739 691-5260